

QUALITY ASSURANCE

SUMMARY REPORT

for

ALLIANCE OUTREACH SERVICES

P.O. Box 6017

HELENA, MT.

59604

EVALUATION CONDUCTED

MAY 1, 2002 Thru SEPTEMBER 30, 2004

by

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QUALITY ASSURANCE REVIEW

Scope of Review

The purpose of this summary is to evaluate the quality of services provided to individuals with developmental disabilities by Alliance Outreach LLC. Information was gathered through personal observation, interviews, and documentation review. The Quality Assurance Review is conducted as a requirement of quality assurance through contractual agreement with the State of Montana.

Administrative

Alliance Outreach is private, for-profit limited liability company co-managed by John and Pam Barragato. The Director is responsible for daily operation of the corporation.

Fiscal Management

The Quality Assurance Division of Public Health and Human Services completed an audit of Alliance Outreach LLC. The audit report reviewed client records, business practices and financial records. No deficiencies were noted. The provider is a for-profit entity and maintains the necessary documentation. Taxes and insurance were maintained and current during the period surveyed. Alliance Outreach LLC does not handle individual funds. A review of billing invoices was also conducted and no discrepancies were noted. A formal policy manual was available for review.

Personnel/Hiring/Training

The Director and co-manager are both Licensed Practical Nurses. The Director is certified as a developmental disabilities client programming technician (DDCPT) proctor. The Director has maintained Mandt certification completing recertification training annually.

Services Reviewed

Residential

Alliance Outreach LLC is currently providing supported living services. At present there are two individuals receiving services from the corporation. Residential services are provided in an integrated community setting. Both individuals reside in apartment complexes that are under the control of local housing authorities. Auxiliary services, supported employment and senior day activity, are funded through other providers. Transportation to and from the senior services is provided through the Alliance Outreach LLC contract.

Community Supports

Alliance Outreach LLC, did serve an individual with Community Supports for six months during 2003. This individual voluntarily exited services to return to family in Oregon. The main focus of support was on medication management. Individual received ongoing treatment for a severe

temporomandibular joint (TMJ) disorder. This resulted in 'locked jaw' which often required medical intervention. Attempts to obtain employment were rebuffed by the individual.

Service Planning and Delivery

The following information was gathered from the case managers for the individuals in service with Alliance Outreach LLC. They indicated that assessment information was timely, complete and comprehensive. In addition, quarterly reports were received on time with the necessary information provided.

Incident Reporting/Responses

Alliance Outreach LLC has an established policy for reporting incidents to the Developmental Disabilities Program. Due to the limited services provided, the program continues to generate few incident reports. When incidents do occur, they have been reported in a timely manner with thorough documentation provided. The Quality Improvement Specialist and Case Manager were each provided phone contact, followed by written copies of the reports.

Client Rights

During visits to the individuals served by Alliance Outreach LLC, it was noted that individuals were treated with a high degree of dignity and respect. Chance encounters in public venues also affirmed this observation. The individuals live in environments of their own choosing. They are integrated and active in the communities where they reside.

Choice/Independence/Responsibility

The individuals served by Alliance Outreach LLC are given every possible choice. As an example, the first consumer of this service selected her living environment after touring a variety of options. Her programming is truly person centered and based upon her preferences. Health maintenance has been the primary focus. The individual's preferences are respected while involvement in a variety of activities is encouraged.

Medical Care

All medications are kept the individual's apartments. Administration is completed or overseen by a licensed practical nurse (LPN). Level of independence in administering medication has been reviewed and agreed to by planning teams during the Individual Planning process.

First aid supplies are on hand and available in the individual's apartment. The apartment complexes have fire alarm systems and suppression systems in place. Fire extinguishers are available and were current in their required services.

Facility

The only facility of Alliance Outreach LLC is an office in the Director's home.

Conclusion

This review of the Alliance Outreach LLC program provided no areas of immediate concern. The requirements specified for a qualified provider remain in place. A twenty-four hour emergency response system is in place. The Director is readily available via a cell phone or on

his land-line. This system has proven effective, as it was noted he is available even during transport.

Currently, Alliance Outreach LLC is serving two individuals with supported living services. The Director and Quality Improvement Specialist have discussed staff training. If added staff are hired, the need for a training program will be a priority. Annual consumer satisfaction surveys indicated satisfaction with the services provided by the corporation.

The evaluator would suggest additions to the policy manual be made as necessitated by increased staff or business expansion.

The evaluator will continue ongoing monitoring of the program and be available for consultation upon request. Overall, it is this evaluator's impression that Alliance Outreach LLC is a well run and efficient program. The evaluator looks forward to a continued working relationship with the Alliance Outreach LLC and the individuals who are served by this program.